



SI B65 12 16  
Audio, Navigation, Monitors, Alarms, SRS

May 2016  
Technical Service

## Integrated Navigation Voice Not Loud Enough

### MODEL

F10 (5 Series Sedan)	F25 (X3)	Vehicles produced from January 2010 to July 2013	Equipped with SA663 – Radio Professional (CHAMP2 Head Unit)
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### SITUATION

Integrated Navigation voice guidance is not loud enough to be heard over loud music.

### CAUSE

Software error in the CHAMP2 Head Unit.

### CORRECTION

If the vehicle I Level is less than indicated below, program and code the vehicle with ISTA/P 3.59.0 or higher. ISTA/P 3.59.0 will be released in July 2016.

We will have an IRAP repair available once we have Software in June 2016.

I – Level	Vehicle
F025-16-07-500	F25
F010-16-07-500	F10

### PROCEDURE

Follow the steps below to correct the situation:

1. Connect the vehicle to ISTA/P.
2. Is the vehicle I-Level less than F0xx-16-07-500?

YES- Program and encode the complete vehicle using ISTA/P 3.59.0 or higher.

NO– continue diagnosis with ISTA.

**Always connect a BMW approved battery charger / power supply ([SI B04 23 10](#)).**

### WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

<b>Defect Code:</b>	<b>65 12 63 02 00</b>	

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 00 006	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply(indicated in KSD2 as “Charging battery”)
And:		
61 00 730	Refer to KSD2	Programming / encoding control unit(s)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowances.

### **Vehicle Programming and Coding**

Control module failures that occur during programming:

- Please claim these consequential repairs under the defect code listed in this bulletin and use the applicable KSD2 labor operations.

### **Other Repairs**

Control module failures that occur prior to programming:

- When covered under an applicable limited warranty, claim these repairs using the applicable defect code and labor operations in KSD2.

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